From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Multi Geo Search not working...original message string titled RE: Meta Data Download fail
Date: Friday, March 1, 2024 12:35:35 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

I will reach out to the engineering team to get an update, once I hear back I will let you know.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 3/1/2024, 3:20 PM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: Multi Geo Search not working...original message string titled RE: Meta Data Download fail

Flock Support,

Any word on the Multi Geo Search feature problems?
(see email thread below)

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

FAX 805-349-9239

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, February 22, 2024 9:43 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I am not sure, but I will send this over to the engineering team to find out.

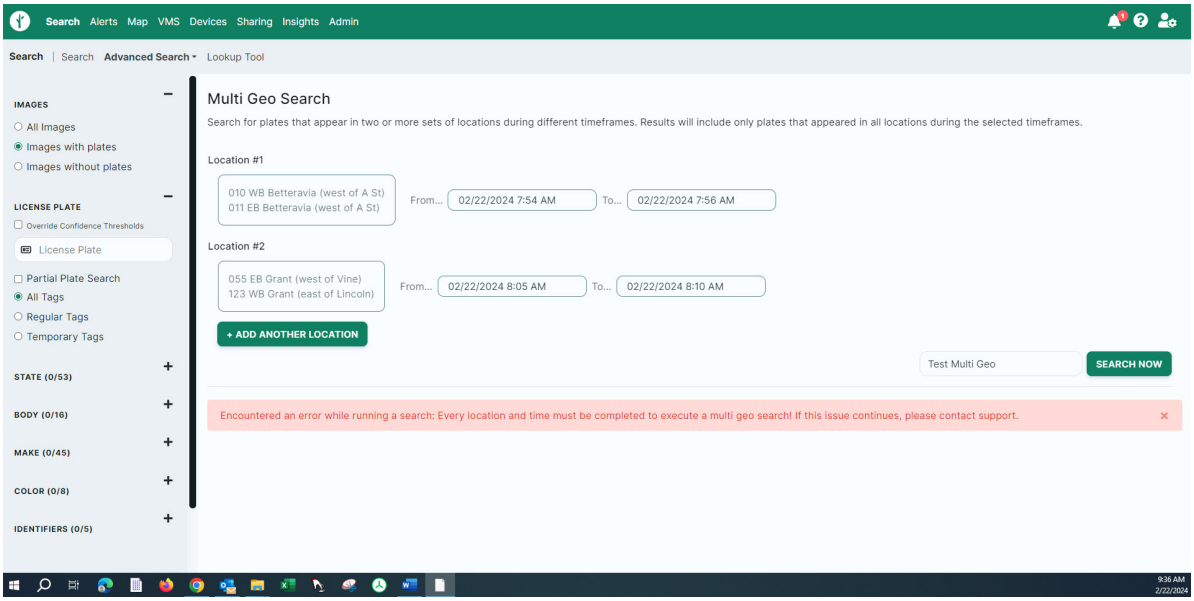
I will be in touch shortly.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/22/2024, 12:39 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: RE: Meta Data Download fail

…..Just trying to search the two test locations…It fails with the error message "….Every location and time must be completed to execute a multi geo search!...."

What does that mean?


Search Alerts Map VMS Devices Sharing Insights Admin
Search | Search Advanced Search Lookup Tool
IMAGES
All Images
Images with plates
Images without plates
LICENSE PLATE
Override Confidence Thresholds
License Plate
Partial Plate Search
All Tags
Regular Tags
Temporary Tags
STATE (0/53)
BODY (0/16)
MAKE (0/45)
COLOR (0/8)
IDENTIFIERS (0/5)
Multi Geo Search
Search for plates that appear in two or more sets of locations during different timeframes. Results will include only plates that appeared in all locations during the selected timeframes.
Location #1
010 WB Betteravia (west of A St)
011 EB Betteravia (west of A St)
From... 02/22/2024 7:54 AM
To... 02/22/2024 7:56 AM
Location #2
055 EB Grant (west of Vine)
123 WB Grant (east of Lincoln)
From... 02/22/2024 8:05 AM
To... 02/22/2024 8:10 AM
+ ADD ANOTHER LOCATION
Test Multi Geo
SEARCH NOW
Encountered an error while running a search: Every location and time must be completed to execute a multi geo search! If this issue continues, please contact support.
9:36 AM
2/22/2024

Corporal Stephen L. Best

Santa Maria Police Department

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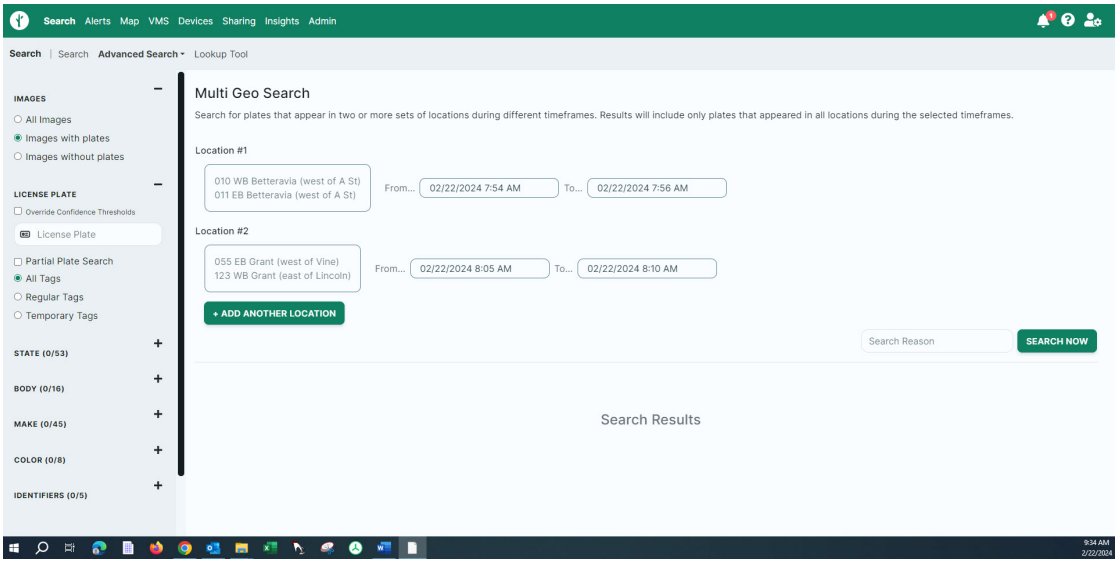
From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Thursday, February 22, 2024 9:36 AM
To: Flock Safety Support <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; brendon.norton@flocksafety.com; Jake Sherman <jake.sherman@flocksafety.com>
Cc: Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

….clearing the cache and starting over did not resolve the issue. I still can't add a 3rd location.

I'll runs some tests of various two location combinations to see if I get good results, but it still need work.



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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Thursday, February 22, 2024 9:29 AM
To: Flock Safety Support <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; brendon.norton@flocksafety.com; Jake Sherman <jake.sherman@flocksafety.com>
Cc: Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

Flock support,

Things still don't appear to be working properly.

I'm using Chrome v120.0.6099.110.

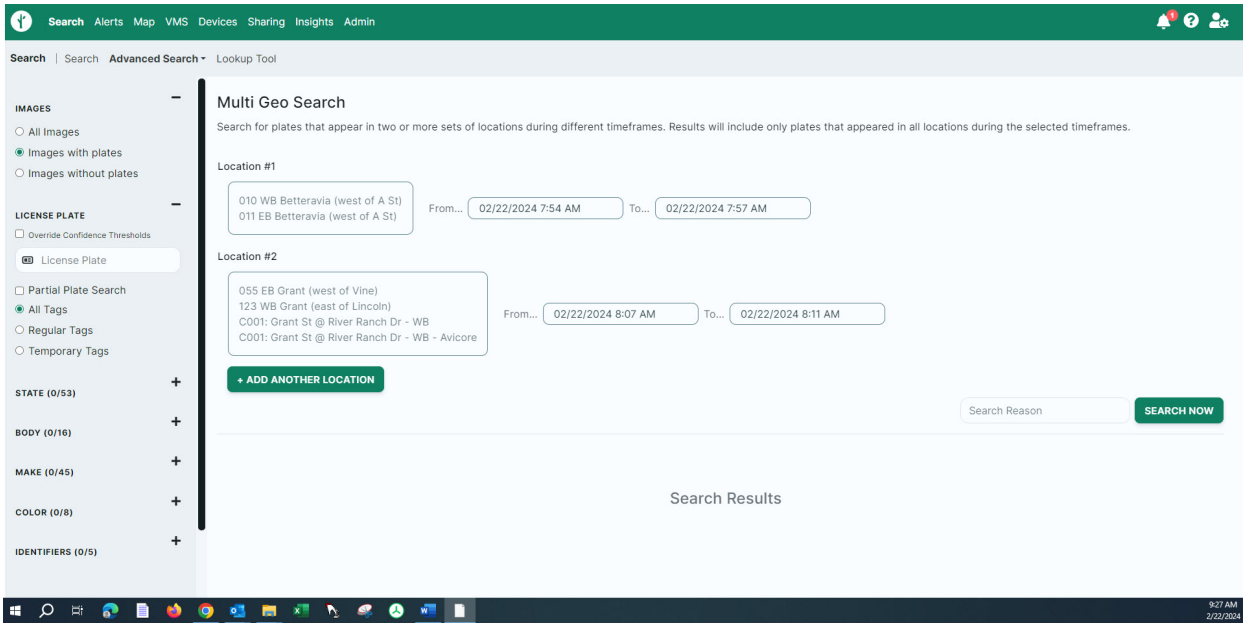
I was already signed into Flock when I got your email.

When I went to the Search->Advanced Search screen, I got the spinning wheel of waiting and was never able to do anything.

I signed out, closed out and re-started Flock.

This time I went to the Search->Advanced search screen. I was able to input two of my test locations, but now when I click on the "add another location" button, nothing happens. (see below)

I'll try closing out, clearing cache, trying again…but so far…not impressed.


Search Alerts Map VMS Devices Sharing Insights Admin
Search | Search Advanced Search Lookup Tool
IMAGES
All Images
Images with plates
Images without plates
LICENSE PLATE
Override Confidence Thresholds
License Plate
Partial Plate Search
All Tags
Regular Tags
Temporary Tags
STATE (0/53)
BODY (0/16)
MAKE (0/45)
COLOR (0/8)
IDENTIFIERS (0/5)
Multi Geo Search
Search for plates that appear in two or more sets of locations during different timeframes. Results will include only plates that appeared in all locations during the selected timeframes.
Location #1
010 WB Betteravia (west of A St)
011 EB Betteravia (west of A St)
From... 02/22/2024 7:54 AM
To... 02/22/2024 7:57 AM
Location #2
055 EB Grant (west of Vine)
123 WB Grant (east of Lincoln)
C001: Grant St @ River Ranch Dr - WB
C001: Grant St @ River Ranch Dr - WB - Avicore
From... 02/22/2024 8:07 AM
To... 02/22/2024 8:11 AM
+ ADD ANOTHER LOCATION
Search Reason
SEARCH NOW
Search Results
9:27 AM
2/22/2024

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, February 22, 2024 5:11 AM
To: Tee Jane Teh <tteh@cityofsantamaria.org>
Cc: Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

The engineers were able to deploy a fix for the Multi-Geo search issues. Can you try it again and see if you encounter any errors?

Stay safe
Chris

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 1/10/2024, 1:38 PM
To: tteh@cityofsantamaria.org
Cc: sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: RE: Meta Data Download fail

Thank you all, I will pass this along.

Stay safe,
Chris

---------- Original Message ----------
From: Tee Jane Teh [tteh@cityofsantamaria.org]
Sent: 1/10/2024, 12:56 PM
To: sbest@cityofsantamaria.org; support@flocksafety.com
Cc: mbalcorta@cityofsantamaria.org
Subject: RE: Meta Data Download fail

Good morning,

Yes, in using the multi-geo function it worked once out of the multiple times I have attempted to use it.

Thank you,

Jane Teh

Crime Analyst

1111 W. Betteravia Rd

Santa Maria CA 93458

(805) 928-3781 x 1197

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Wednesday, January 10, 2024 6:22 AM
To: Flock Safety Support <support@flocksafety.com>
Cc: Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

I'll have to check with Crime Analysis to confirm if they have been using the Multi-geo.

I'll let you know.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

FAX 805-349-9239

sbest@ci.santa-maria.ca.us

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From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, January 10, 2024 5:53 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you for letting me know. Currently, Corporal Best, you are the only person who has had issues with the multi-geo search not functioning as expected, correct?

Thank you for your patience and understanding with the CSV download experience. This component of the Axon integration is new and still being developed. As programs and software are developed bugs happen along the way and we are working closely with Axon to smooth out the wrinkles.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 1/10/2024, 8:41 AM
To: support@flocksafety.com
Cc: sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: RE: Meta Data Download fail

My crime analyst has frequently reported problems with flock searches (not specifically multi-geo search).

And the issue with the meta data (and image) download is separate and not exclusive to multi-geo.

Both crime analysis and I have had the meta data and image downloads being only a fraction of the reported search result objects.

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, January 9, 2024 6:44 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

The engineering team has reached out and would like to know if you are the only user who is having an issue with the multi-geo search or if there are multiple users who are having the same experience.

Some additional information as well regarding the CSV download. Our product team is currently working with Axon and the Fleet 3 integration process. They are working closely with them to ensure their product code aligns with our product code for a more seamless process. The integration is a newly developed software and with newly developed software there comes a new understanding on how to best work together to ensure that you are able to to effortlessly and efficiently use the software. The importance of a resolution has been shared and escalated accordingly and when I have an update, I will make sure to share it with you.

Stay safe,
Chris

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 12/19/2023, 10:57 AM
To: sbest@cityofsantamaria.org
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: RE: Meta Data Download fail

Good morning,

Thank you for sending the attachments. I have shared this information with our engineering team. The Multi-Geo search experience and the CSV not matching the Objects are both with our engineering team and once I hear an update from either, I will let you know.

Thank you for your patience.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 12/19/2023, 10:38 AM
To: support@flocksafety.com; sbest@cityofsantamaria.org
Cc: libby.landers@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Meta Data Download fail

Chris Howell (Flock Safety Support),

Here's screen capture showing the results and the two spreadsheets.

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Monday, December 18, 2023 8:16 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good morning,

Corporal Best, when you have a moment, can you please send me the CSV files that you downloaded that are not displaying all of the results for the search, please?

Thank you for your assistance with this.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 12/15/2023, 5:15 PM
To: support@flocksafety.com; sbest@cityofsantamaria.org
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Meta Data Download fail

Flock Safety Support,

After having a meeting with Flock's Chris Howell, and sharing my computer screen, we confirmed there was a problem with the MultiGeo search.

We also figured out that when I conduct a "search" and get the 1080 objects, I need to use the slider on the side of the screen and scroll down all the way to the bottom of the list in order for all of the objects to load before I click on the "Download Metadata as CSV". However even doing this did not download all of the hits.

Of the 1080 hits, the spreadsheet had 360 entries

Of the 230 hits, the spreadsheet had 120 entries

The "Download images as a zip" was even worse.

With only 42 images of the 1080 hits and only 50 images of the 102 hits

I am unable to continue this investigation using Flock to search for the vehicle or using the incomplete data from flock to try and identify the vehicle.

Corporal Stephen L. Best

Santa Maria Police Department

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, December 15, 2023 11:01 AM
To: Flock Safety Support <support@flocksafety.com>; Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

I take back what I said. Neither of the metadata downloads worked correctly.

One had 1080 objects the other had 230 objects. The meta downloads that said they completed each only had 41 entries.

So neither is of any use to me.

I'm still trying

Corporal Stephen L. Best

Santa Maria Police Department

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, December 15, 2023 8:59 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I left you a voicemail Corporal Best, I am about to head into a meeting but will be free in about 30 min. Can you give me a call at 866-901-1781?

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 12/15/2023, 11:35 AM
To: support@flocksafety.com; sbest@cityofsantamaria.org
Cc:

thread::0qA-hwHBJzayVKjk2LvYPQ4::

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To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.